



Service Provider	A New Vision in Educational Services and Material (NEVESEM)
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Label	Invoice Deadline Waiver Request

To FCC:

Due to a CIPA compliance issue, FRN 1699074846 was denied and after appeal #46291 was approved, USAC issued an RFCDL on 2/22/2018 for said FRN. Since Form 486 #82195 was already certified, invoices #2778516, 2778517, 2778519, and 2778521 were submitted on the next day 2/23/2018. Since an invoice deadline of 3/5/2018 was near and the above mentioned invoices had not been paid, we requested a status to USAC to which they responded that all invoices were under review but because they were submitted on time, there was no reason to be concerned about the deadline.

After several questions and follow up on the matter no response was received from USAC until 3/8/2018 when we received the following notification regarding invoices submitted on 2/23/2018:

***"No Form 486 Filed or Form 486 Missing Start Date;28;"|062017|\$0.00"***

After this message, we reopened the case with USAC on 3/9/2018 and submitted new invoices # 2789756, 2789759, 2789760 and 2789762 on 3/14/2018 as no response was received from USAC. We also followed up on the case, and received no response until 5/24/2018 when we were told that the case was escalated to Customer Service Management. Regardless of our follow up, no response was received on this matter until 6/18/2018 when once again USAC apologized for the delay of the review due to the high volume of claims.

We were since, constantly asking for a status for our case but responses given never included a solution or real status on the problem. It was not until 8/29/2018 that we were suggested to file a waiver for the invoice deadline, even though evidence that invoices were submitted on time was provided to USAC.

As per instructed by USAC, we are hereby respectfully requesting an FCC Invoice Deadline Waiver for Invoices #2778516, 2778517, 2778519, and 2778521 corresponding to FRN 1699074846 in order to comply with procedures instructed and to obtain a prompt solution to this matter.

Following documentation which supports this request is included:

A timeline of events and cases for this matter is included for your reference.

Invoices submitted on 2/23/2018

Respectfully  
Sofia Garcia  
Project Coordinator